

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

Amend claim 1 as indicated below.

**Listing of Claims:**

- 1           1. **(Currently Amended)** A customer care center comprising:
  - 2           a contact layer comprising a plurality of media-specific handlers for
  - 3           managing contacts in a plurality of communications media with customers
  - 4           of a business served by the customer care center, each handler adapted
  - 5           to handle a specific one or more of the media, and including connecting
  - 6           the contacts to resources for servicing, collecting and reporting events
  - 7           including contact and resource status, and handling the events and
  - 8           assigning the resources according to received directions;
  - 9           a communications layer comprising software for managing
  - 10          communications each comprising one or more contacts in one or more
  - 11          media in a media-independent manner, including allocating resources
  - 12          shared by a plurality of handlers and directing handling of events by the
  - 13          contact layer according to business information, and tracking and
  - 14          accumulating events reported by the contact layer; and
  - 15          a business layer comprising software for managing business
  - 16          services by supplying business information that defines the services to the
  - 17          communications layer, including defining workflows of the services via
  - 18          dialogs that are derived from business rules and use business data and
  - 19          data from the communications layer to determine the communications and
  - 20          parameters of the communications for the communications layer.
- 1           2. **(Original)** The customer care center of claim 1 wherein:
  - 2           the contact layer manages resources that are not shared by a
  - 3           plurality of handlers.

1           3. **(Original)** The customer care center of claim 2 wherein:  
2           each handler manages the unshared resources that are allocated  
3   to that handler.

1           4. **(Original)** The customer care center of claim 1 wherein:  
2           the communications layer comprises no media-specific equipment.

1           5. **(Original)** The customer care center of claim 1 wherein:  
2           the communications layer software further directs handling of  
3   events according to the accumulated reported events.

1           6. **(Original)** The customer care center of claim 1 wherein:  
2           the communications layer software provides information on the  
3   accumulated reported events to the business layer.

1           7. **(Original)** The customer care center of claim 1 wherein:  
2           the business layer software manages business services by  
3   managing transactions each comprising one or more communications and  
4   that provide the business services, by defining business rules and  
5   applying them to the transactions to develop dialogs which it supplies to  
6   the communications layer;  
7           the communications layer software translates the supplied dialogs  
8   into translations that it uses to control the contact layer and translations  
9   that it supplies to the contact layer; and  
10          the handlers of the contact layer use the translations supplied  
11   thereto to manage the contacts.

1           8. **(Original)** The customer care center of claim 7 wherein:  
2           the business layer software supplies to the communications layer  
3   definitions of reports requested by the business and forms the reports

4 from data collected by the communications layer; and  
5 the communications layer software translates the definitions of the  
6 reports into database schema that accommodate data that the  
7 communications layer must collect for those reports.

1 9. **(Original)** The customer care center of claim 7 wherein:  
2 the business rules include resource scheduling rules, resource  
3 behavior rules, service target rules, and customer treatment rules.

1 10. **(Original)** The customer care center of claim 7 wherein:  
2 the business layer software further has access to customer data  
3 which it applies to the transactions to develop the dialogs.

1 11. **(Original)** The customer care center of claim 1 wherein:  
2 the business layer software effects scheduling and adherence  
3 tracking of resources by providing business information to the  
4 communications layer and obtaining accumulated reported events from  
5 the communications layer.

1 12. **(Original)** The customer care center of claim 1 wherein:  
2 the business layer provides an interface for the business to the  
3 customer care center for providing information to and obtaining  
4 information from the customer care center.

1 13. **(Original)** A computer-readable medium containing  
2 instructions which, when executed in a computer that is connected to a  
3 contact layer of a customer care center comprising a plurality of media-  
4 specific handlers for managing contacts in a plurality of communications  
5 media with customers of a business served by the customer care center,  
6 each handler adapted to handle a specific one or more of the media, and

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- 7 including connecting the contacts to resources for servicing, collecting and
- 8 reporting events including contact and resource status, and handling the
- 9 events and assigning the resources according to received directions,
- 10 cause the computer to effect the functionality of the communications layer
- 11 and the business layer of any one of the claims 1 and 4-12.